

DzAani

Vista Stays Network Report

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August 2025



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Executive Summary

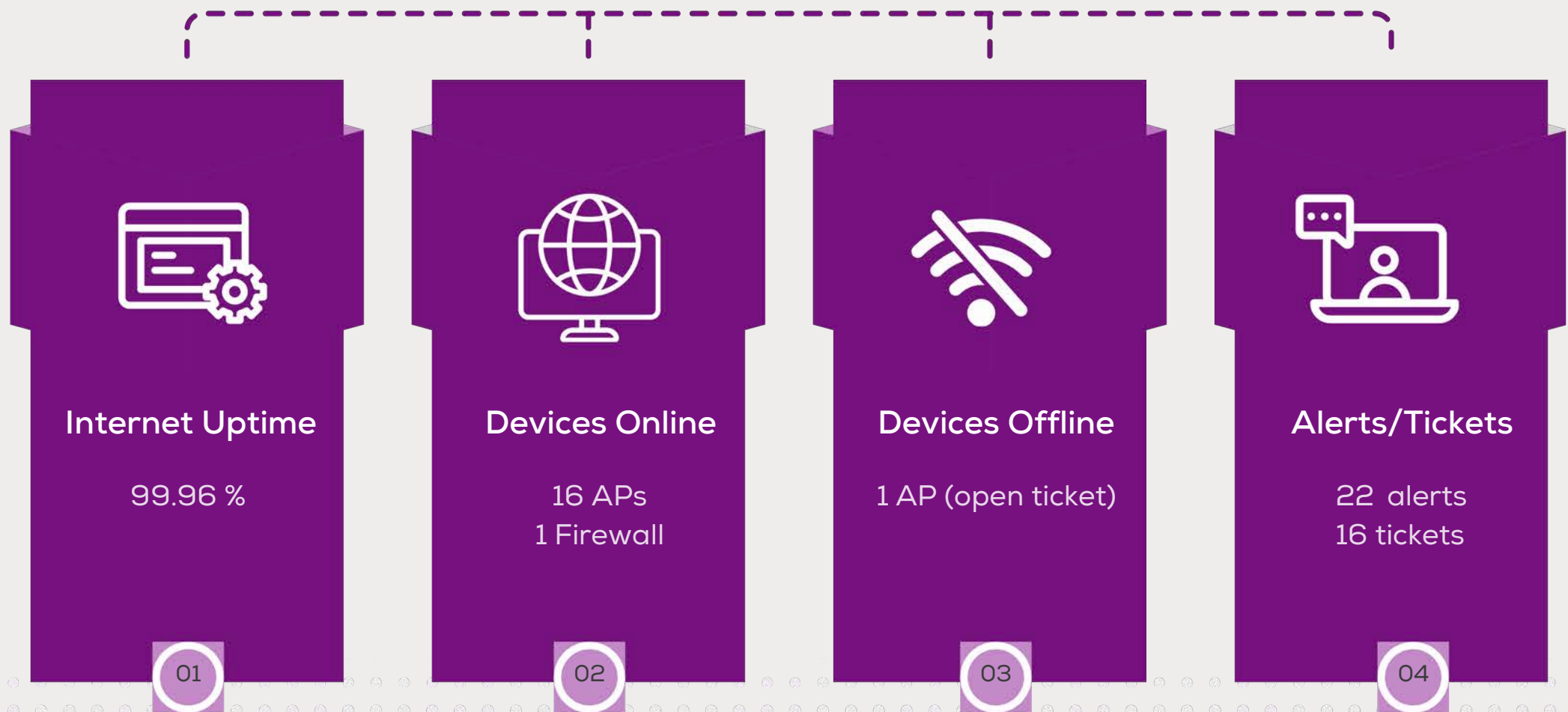
In August, DzAani maintained an average **99.94% network uptime** across the five Vista properties under management. Leveraging real-time monitoring via the Dalos platform and our 24x7 NOC, we ensured uninterrupted guest-facing services, responded to outages within minutes, and proactively addressed device and connectivity issues to prevent business impact.

- **Availability:** Four sites achieved near-perfect uptime; one site experienced a single major outage (8h) but was restored with minimal follow-on impact.
- **Issue Volume:** 84 tickets processed (5 outage-related, 79 preventive), with all resolvable tickets closed within SLA. Managed 2,500+ alerts, primarily related to Salto locks, keeping access systems stable.
- **Operational Focus:** Executed firmware updates, trend analysis, and continuous monitoring. Logged and escalated offline AP and door lock issues for on-site checks and future-proofing.

Our next step is to **enhance resilience and optimize capacity**, through quarterly bandwidth reviews, AP restoration visits, and improved redundancy planning to maintain exceptional uptime as user demand grows.



497 Maple St.



Business Impact

- Network availability remained strong at 99.96% despite three brief outages (one ~15 minutes, two <1 minute).
- Minimal operational disruption observed, with no user-reported complaints.
- Average of 27 daily users experienced consistent connectivity across APs and Salto devices.

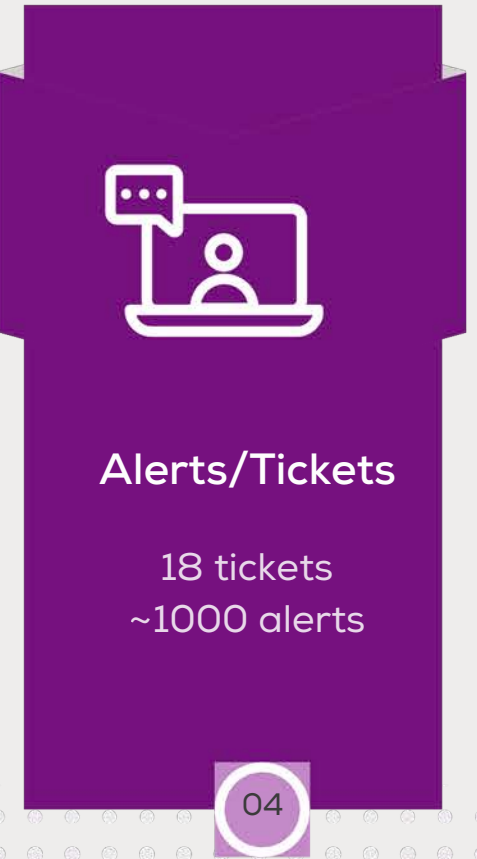
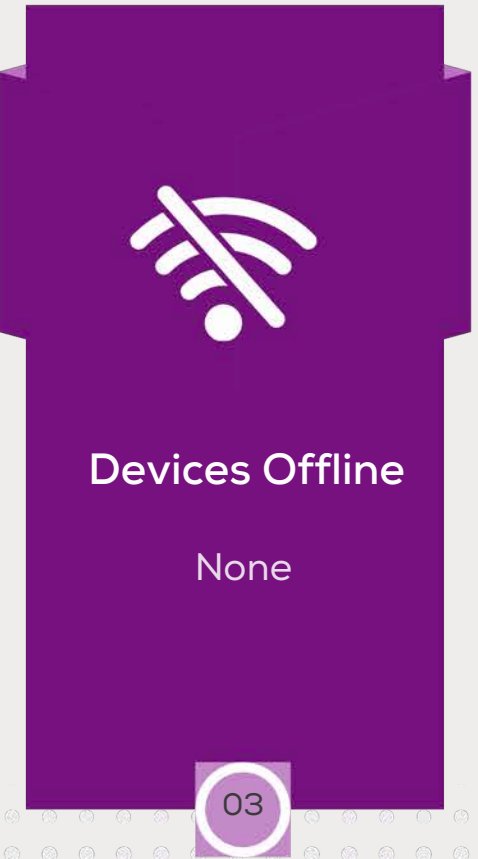
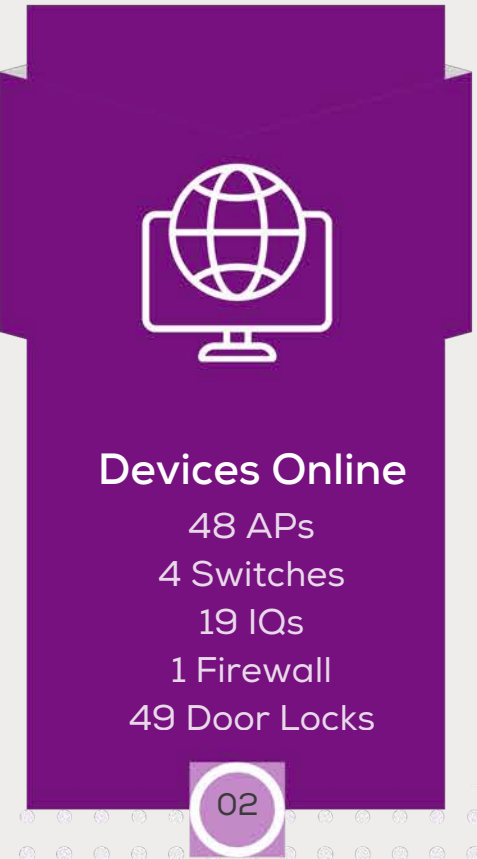
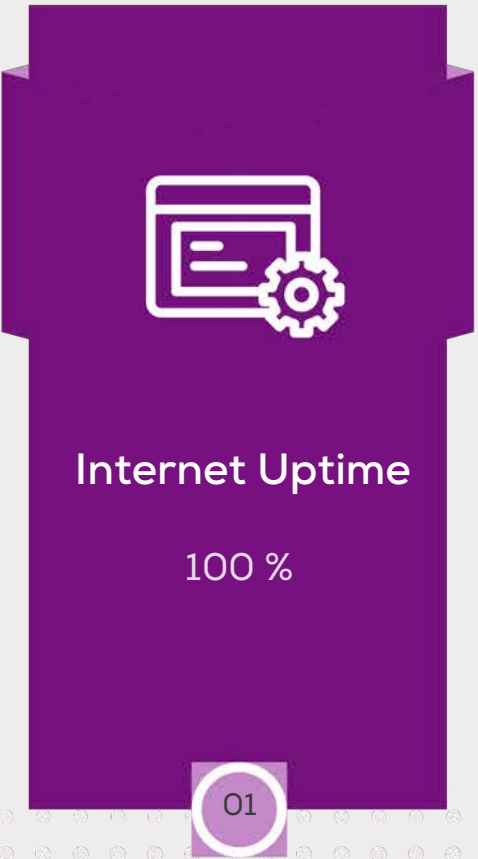
Actions Taken

- **Proactive Monitoring:** Conducted 24/7 network health checks, verified AP status, and ensured firmware was up to date.
- **Issue Resolution:** Investigated 22 alerts and resolved a 15-minute outage along with 15 preventive maintenance tickets.
- **Root Cause Management:** Logged offline AP for escalation and planned client-side inspection.

Next Steps

- **Offline AP Resolution:** Coordinate on-site check to confirm hardware status and restore connectivity.
- **Quarterly Review:** Schedule session to review network health trends and plan bandwidth expansion if required.
- **Ongoing Monitoring:** Continue proactive checks and timely firmware updates to maintain uptime performance.

234 Kenmore Ave.



Business Impact

- Achieved 100% uptime for the month, providing seamless connectivity to ~50 users.
- High alert volume (~1,000) isolated to two Salto locks (CAD305, CAD905), with no impact to overall network health.

Actions Taken

- **Proactive Oversight:** Maintained continuous visibility of network performance and AP load.
- **Preventive Maintenance:** Cleared 18 maintenance tickets to keep infrastructure optimal.
- **Alert Management:** Investigated and reported Salto lock instability, recommended engaging the installer for resolution.

Next Steps

- **Salto Lock Stabilisation:** Continue escalating CAD305 and CAD905 issues; collaborate with client to involve Salto installer and track resolution progress.
- **Noise Reduction:** Implement alert filtering to avoid false positives and reduce alert fatigue while maintaining security coverage.
- **Performance Forecasting:** Use trend data to forecast bandwidth and plan upgrades before demand peaks.

Vista Apartments



Internet Uptime

99.21%

01



Devices Online

10 APs
1 Switch
1 Firewall
17 Door Locks

02



Devices Offline

2 APs

03



Alerts/Tickets

21 Tickets
~200 Alerts

04

Business Impact

- Five outages detected (one 18 minutes, one 5 minutes, three <1 minute) – all mitigated quickly.
- Two APs offline for more than six months remain the only gap, pending physical inspection.
- ~200 alerts related to Salto locks were managed with no disruption to daily operations for ~15 users.

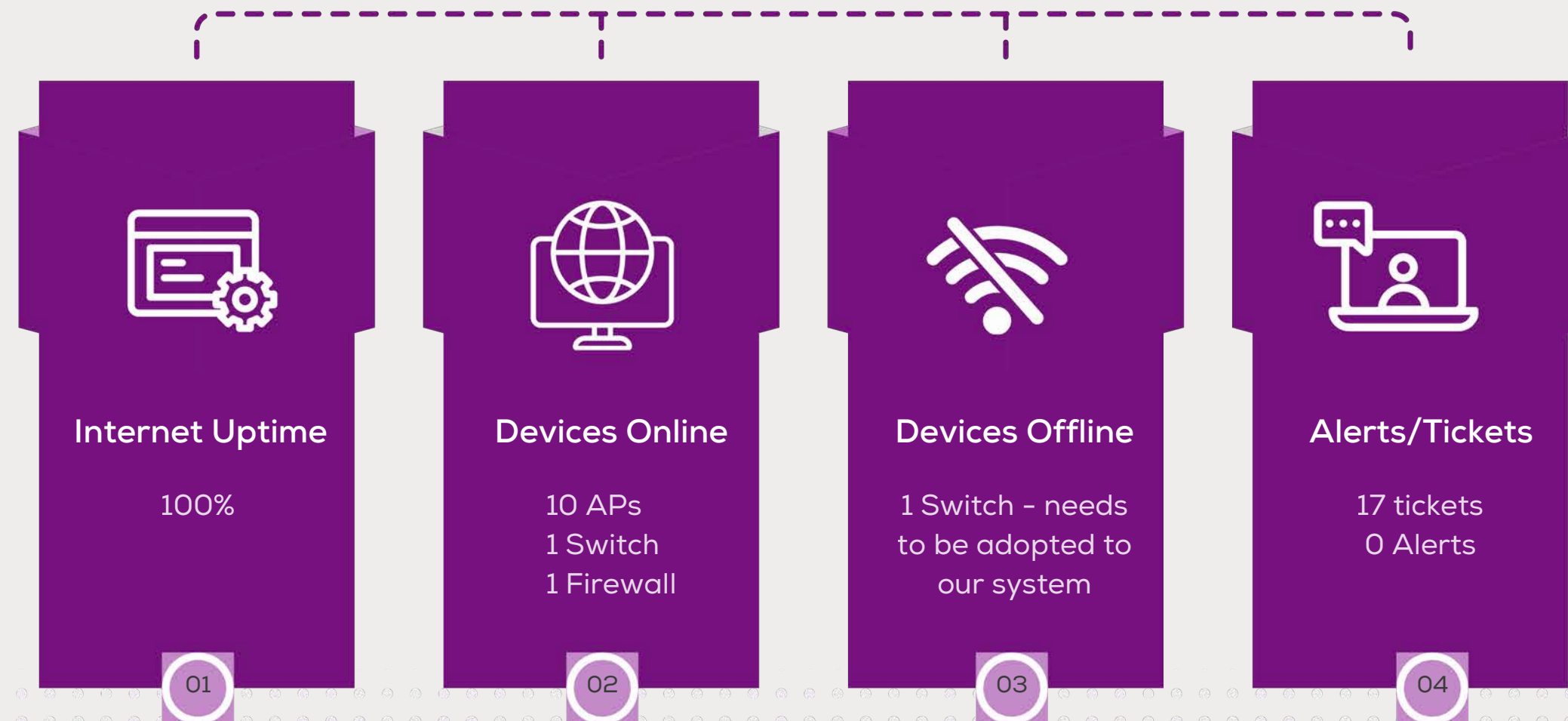
Actions Taken

- **24/7 Monitoring:** Ensured full visibility of uptime, latency, and packet loss across devices.
- **Incident Management:** Closed outage and preventive tickets quickly to restore stability.
- **Escalation:** Re-raised AP and Salto lock issues for client action, offering onsite support as needed.

Next Steps

- **AP Recovery:** Arrange for field technician visit to inspect offline APs (AP-WDC-KING805-FL0-A5 / FL0-55) and restore them to service, ensuring full wireless coverage.
- **Salto Lock Reliability:** Engage client to address lock flapping (300, 301, 400) and coordinate installer intervention.
- **Coverage & Capacity Review:** During quarterly review, assess AP placement and bandwidth adequacy to close any service gaps for the 15 daily users.

The Hudson



Business Impact

- Delivered 100% uptime for ~48 users.
- No alerts were triggered, showing a stable and healthy network.
- One switch still requires adoption into the management system to ensure full visibility..

Actions Taken

- **Preventive Care:** Updated gateway firmware and confirmed stable performance.
- **Continuous Oversight:** Monitored network health round-the-clock.
- **Proactive Closure:** Cleared all preventive maintenance tickets promptly.

Next Steps

- **Switch Adoption:** Schedule a guided session with on-site personnel to reset and adopt the pending switch into the managed network for full monitoring capability.
- **Firmware Lifecycle Planning:** Establish a schedule for regular firmware checks and upgrades to ensure long-term security compliance.
- **Quarterly Optimisation:** Include this site in the next quarterly review to identify opportunities for proactive performance tuning.

Ivy Apartments



Internet Uptime

98.77%

01



Devices Online

99 APs
6 Switches (3
Spare)
1 Firewall

02



Devices Offline

None

03



Alerts/Tickets

12 Tickets
~1300 Alerts

04

Business Impact

- Managed seven outages, including a major 8h 13m incident, with service restored each time.
- Maintained availability for ~48 daily users while continuing to improve resiliency.

Actions Taken

- **Around-the-Clock Oversight:** Monitored all APs, switches, and gateways for performance consistency.
- **Fast Resolution:** Closed two outage tickets and 10 preventive maintenance tickets.
- **Root Cause Tracking:** Logged 1,300 related alerts and began correlating them to outage events for better prevention.

Next Steps

- **Major Outage RCA:** Perform deep root cause analysis for the 8h 13m outage, document findings, and implement corrective measures to prevent recurrence.
- **Redundancy & Resiliency Review:** Evaluate need for backup links, AP failover, or switch redundancy to minimise future downtime.
- **Continuous Improvement:** Use insights from August alerts to refine monitoring thresholds and response playbooks, improving time-to-restore for future events.

Thank You!



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